



MKD Enabling Services LTD



# Service User Guide



## Introduction



We seek to provide high quality support in supported living settings to adults with Autism and additional needs.

We seek to create a safe enabling environment in which people are respected, have privacy, dignity and positive regard.



We hope that you are soon settled into the home



Staff are always available to help you with any questions or problems you might have



You will be given your own key to your own front door



## Service & Support

This is a Supported Living Home. This means you are working towards living independently and you have your own tenancy agreement. You have your own room, flat or house. There are staff here to help you.



We can support you with:



Cooking



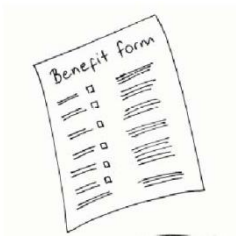
Laundry



Cleaning



Letters



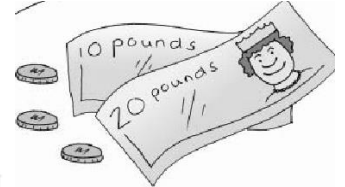
Claiming Benefit



Shopping



Medication



Managing Money



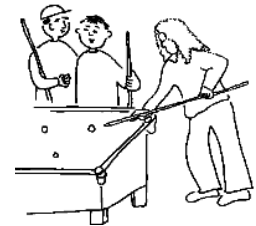
Finding your way



Finding work



Planning holidays



Finding Activities

We will listen to you if you feel



Unhappy



Angry



Sad



Unsure



We want to work with you in planning the support you need

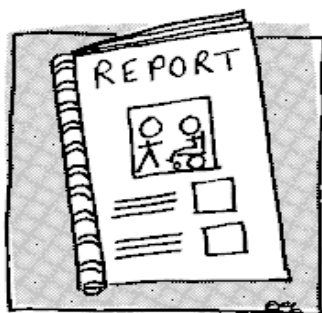


We want to write down the support need in an assessment

You will have your own copy



If you are not happy with your assessment you can appeal

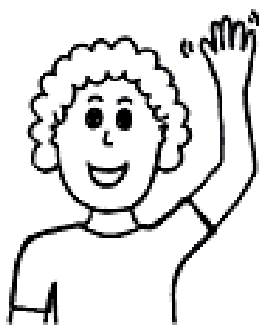


Staff Will Help you appeal against your assessment (see Service User Appeals Policy)



A meeting will be held every year to talk about your support.

This is called a review



You can call a review at any time.

Staff will help you do this



## Health, Safety and Security



If you see a fire, tell staff if it is safe or stay in your flat with the door shut.

Fire drills are held to practice what to do if there is a fire.



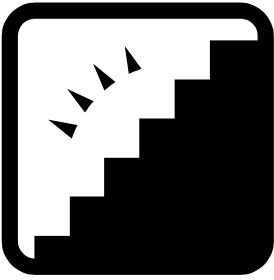
We ask that you do not smoke in the home.



If your plugs or wires are damaged, please tell staff

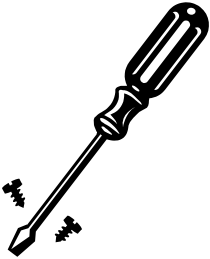


Please put your rubbish in the bins provided outside.

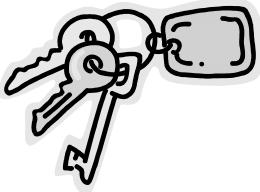


Please be careful on the stairs.

Items should not be left on the stairs in case somebody trips on them



If you see something is broken in the home, please tell staff so it can be repaired



Please remember to lock your room and close the front door when going out.



## Rights and responsibilities

We recognise your right to privacy, dignity, choice, independence and inclusion.

But with rights comes the responsibility not to take away others' rights.



You can have visitors, but must make sure they stick to the rules

You have the right to have relationships



You have the right to listen to music, but try to keep the noise down after 10pm.



Using headphones means you can listen to music as loud as you like without upsetting others.

You have the right to support from staff, but need to agree how and when this will happen



You have a right to feel angry but must not hurt or abuse others when you are angry.



You have the right to be safe and not be hurt by others



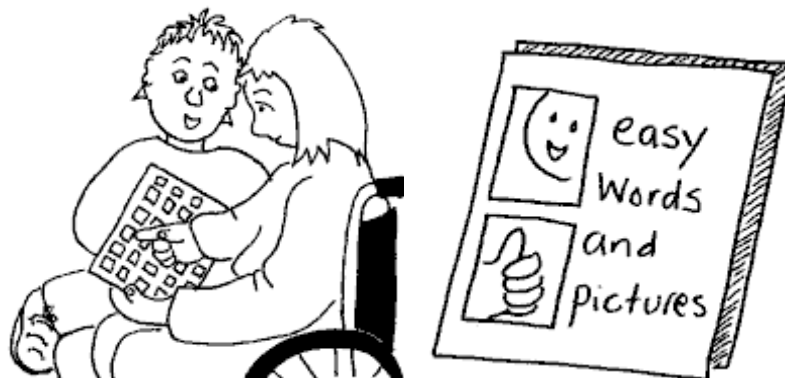
You have the right to follow your beliefs and culture, but must respect other beliefs and culture



You have the right to have hopes and plans for your future



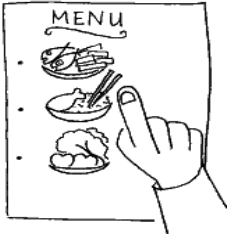
You can choose how you communicate



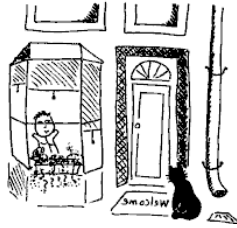


## Choice

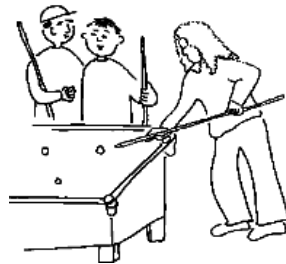
We want you to make choices about how you want to live. You could choose:



What to eat



Where to live



What to do



What to wear



To go out



To spend your money



To chose a partner



To chose where to go on holiday

You can have a say in how the project and company is run by attending service user meetings



If you are not sure about the choices you have, staff will help you find information to help you chose.



You have the right to make choices about following your culture.



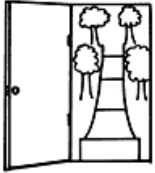
## Staff



Our Staff will be well trained and good at their jobs.



You can help choose the staff by coming to the interviews and asking questions



## Taking Part

We want you to have the opportunity to be part of the community and will help you with the following:



Going to work



Going to college



Going to your place of worship



Going shopping



We also want to hear your ideas about what we can do better